



# Department of Human Resources & Civil Service

## Training & Experience Exam Announcement

Please Post Conspicuously

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County Executive

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Director

### SSPS-0401-12

### Social Services Program Specialist

Application Fee: **\$15.00**

Examination Date: **April 1, 2012** - This exam will be administered on the World Wide Web. All candidates who meet the minimum qualifications will be sent further details on this date.

Application Deadline: **February 22, 2012** – Applications must be submitted online or filed in our office by 5PM or postmarked by this date

Who May Apply: **Qualified residents of Monroe County**

Salary: **\$44,012 - \$56,611 annually (Monroe County)**

Employment Opportunities: **The Monroe County Department of Human Services has one (1) position currently held by a provisionally appointed employee, who may be appointed on a permanent basis if found reachable on a civil service list established as a result of this exam.**

**The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.**

**Minimum Qualifications:** Graduation from high school or possession of an equivalency diploma PLUS either:

(A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus two (2) years paid full-time or its \*\*\*\*\*part-time equivalent professional\* experience in the social services field in areas such as casework\*\*, social work\*\*\*, and public assistance eligibility determination, AND one (1) year paid full-time or its \*\*\*\*\*part-time equivalent professional experience in data analysis, management analysis\*\*\*\*, or organizational analysis\*\*\*\*\*, for a total of three (3) years required experience; OR,

(B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree plus four (4) years paid full-time or its \*\*\*\*\*part-time equivalent professional\* experience in the social services field in areas such as casework\*\*, social work\*\*\*, and public assistance eligibility determination, AND one (1) year paid full-time or its \*\*\*\*\*part-time equivalent professional experience in data analysis, management analysis\*\*\*\*, or organizational analysis\*\*\*\*\*, for a total of five (5) years required experience; OR,

(C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

\*Professional, for the purpose of these minimum qualifications, does not include clerical, secretarial, reception work or similar fields.

\*\*Casework, for the purpose of these minimum qualifications, includes those activities that are directed toward enhancing a client's abilities to cope with and to solve problems, and referral of clients to supporting resources and services. Functions include client assessment, problem identification, development, monitoring and revision of a plan for services, motivational support, counseling, crisis intervention, referral to social and support services, and coordination of services.

\*\*\*Social work experience (professional), for the purpose of these minimum qualifications, covers a complete range of professional activities such as interviewing, assessment, planning, implementing and evaluating treatment, coordination of services and aftercare.

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PHONE: (585) 753-1700 TTY: (585) 753-1091 WEB SITE: <http://www.monroecounty.gov>

Monroe County government prohibits discrimination in employment, program activities, procurement and contracting against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation or national origin.  
An Equal Opportunity Employer

\*\*\*\*Management analysis, for the purpose of these minimum qualifications, consists of analyzing and proposing ways to improve an organization's structure, efficiency, or profits.

\*\*\*\*\*Organizational analysis, for the purpose of these minimum qualifications, consists of identifying areas of inefficiency and opportunities for streamlining and reorganization.

**Special Requirements:**

If you are appointed, you will be required to possess a valid license to operate a vehicle in NYS, or otherwise demonstrate your ability to meet the transportation needs of the position.

Depending upon assignment, candidates for employment with Monroe County government are required to pass a pre-employment drug test.

\*\*\*\*\*part-time equivalent experience is as follows:

0-9 hours per week = no credit

10-19 hours per week = 1/4 (one-quarter) of full-time work

20-29 hours per week = 1/2 (one-half) of full-time work

30 hours or more per week = full-time work

Work experience must be paid full-time, or its part-time equivalent. Employment dates, average number of hours worked per week, and job duties must be included.

**Residency Requirement:**

Applicants must be residents of Monroe County for at least four (4) months at the time of examination.

**Fees:**

A \$15.00 **non-refundable** Application Fee for each examination for which you apply is to be paid with your application, unless the fee is waived for that examination.

Make check or money order payable to: Monroe County Director of Finance

Write your SOCIAL SECURITY NUMBER AND EXAM NUMBER(S) ON YOUR CHECK OR MONEY ORDER.

Be sure to compare your qualifications carefully with the requirements listed and file only for those examinations for which you clearly qualify and intend to take. We cannot prescreen applications submitted without the fee. No refunds will be made if your application is disapproved or you fail to appear for the test. There is a \$15.00 charge for returned checks. We do not accept cash.

**Exception to Fee Requirement:**

A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. Employees of Monroe County who are represented by the Federation of Social Workers, Local 381, are eligible for this waiver for all exams if they are in salary group 52 and below; employees in a salary group above 52 are eligible for the fee waiver, if the examination is for a title in their career field. Employees of Monroe County who are represented by C.S.E.A., Local 828, are eligible for this waiver, if they are in salary group 10 or below. The fee is waived for all Monroe County employees taking promotional exams. Individuals wishing to claim this waiver of fee must complete a request for application fee waiver and certification request located on the last page of the application. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

**Description of Duties:**

This is a technical position in the Department of Human Services responsible for providing technical assistance and program advice, as it pertains to computer systems, to assist staff operate an effective program in accordance with State and Federal rules and regulations. Duties involve implementing State hardware and software applications that assist staff with the administration of social service programs and the issuance of benefits. The employee reports directly to and works under the general supervision of the System Support Supervisor or other higher-level staff member.

**Scope of Examination:**

The examination will consist of two parts: a rated evaluation of training and experience and a qualifying pc-administered

test. You must pass the evaluation of training and experience in order to take the qualifying pc-administered test. You must pass both tests in order to be considered for appointment. Only your rating on the evaluation of training and experience will be considered when computing final scores.

**Rated Evaluation of Training and Experience:**

All candidates who meet the minimum qualifications will be sent a letter directing them to a web-site to complete a questionnaire that asks for specific facts about your information technology education (formal degrees, IT-related training courses, certifications) and experience. You will also be asked to briefly describe a significant achievement in each of the job's areas and to provide the name and contact information for someone who can verify your information. The information you provide about your experience will be rated against the following areas:

Help Desk  
User Support  
Business/Systems Analysis

**Qualifying PC-administered written test:**

Only a sufficient number of candidates needed to fill the present vacancies will be called to take part in this qualifying portion of the examination. As additional vacancies occur, other candidates who were successful on the written portion of the examination will be invited to take the qualifying PC-administered test. The qualifying PC-administered test will be designed to test for knowledge, skills and/or abilities in such areas as:

**1. Logical Reasoning and Interpreting Instructions for Computer-Related Positions**

These multiple-choice questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g., if A and B, then C) and relations (e.g., greater than). Knowledge of addition, subtraction, multiplication and division is necessary, but neither mathematical sophistication nor computational speed is needed. The "interpreting instructions" questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

**2. User Support and Training**

This simulation exercise requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a user's problem. During the course of handling the problem, candidates will be required to: demonstrate communication skills, apply troubleshooting practices and tools, determine the appropriate level of training needed by the user, and educate the user on the proper use of computers.

**3. Working Effectively with Others to Solve Job-Related Problems**

This simulation exercise requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the exercise, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this examination.

----- **BASIC CIVIL SERVICE INFORMATION** -----

**Applications:**

If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

**Note:**

Submission of a resume does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement to the application, and not a substitute for it. To receive credit for a job, basic employment information such as address, name and title of supervisor, average number of hours in the workweek, final salary, reason for leaving, specific job duties, your job title, etc. must be shown.

**Certifications and Appointments:**

The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligibles who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of non-residents on the list.

**Appeals Process:**

In accordance with Rule XII, Section 4b of the Rules of the Monroe County Civil Service Commission, a candidate may request within the period of ten (10) days after the date of the postmark of notification of final rating, a post rating review of the scoring of test papers with an opportunity to file an appeal objecting to determinations leading to the final rating and present reasons for the objections.

**Background Investigation:**

Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

**Special Requirement for Appointment in School Districts and BOCES:**

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

**Veterans Credits:**

Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with the Veteran's Administration. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

**Children of Firefighters and Police Officers Killed in the Line of Duty:**

In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit must provide the necessary documentation to verify additional credit eligibility within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

**Issue Date:** February 1, 2012